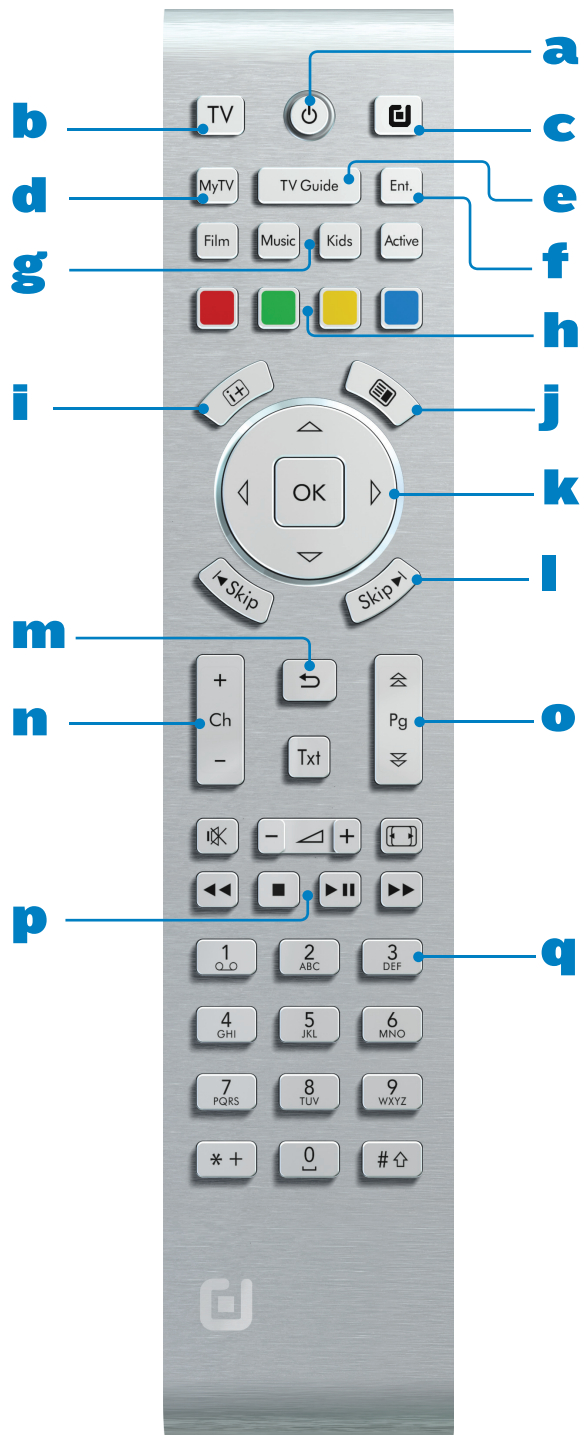


getting started





keep open for pages 6 - 18

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4 **managing your account**

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managing your homechoice[®] account

changing your account details

If you need to change any details on your Homechoice account call a member of our Customer Care team on 0845 678 33 33. Alternatively, go to the existing customer section of our website at homechoice.co.uk/customer and login to your account using your internet username and password that were supplied to you in the Welcome Letter. From here you can click on the option to change your account details.

upgrading or changing your pack

If you would like to upgrade or change your pack in any way then please call a member of our Customer Care team on 0845 678 33 33.

phone options

If you would like to add or remove Homechoice Freetime Calls or Homechoice Anytime Calls or transfer to a Homechoice Line then please call a member of our Customer Care team on 0845 678 33 33.

add your account details in the space below for safe keeping

internet username

internet password

primary email username

primary email password

primary email address

webspace username

webspace password

webspace address www.

your bill

you can view your phone bill online

Simply go to the existing customer section of our website, homechoice.co.uk/customer and login to your account using your internet username and password that were supplied to you in the Welcome Letter. From here you can click on the option to view your phone bill.


adding or removing a service part way through the month

If you choose to add or remove a service part way through the month you will see that you have not been charged the full monthly cost for that service.

when does the bill arrive?


Your first bill will arrive within 3 days of installation. You will then receive monthly bills just after the day of the month that you were originally installed. Every month, your statement will arrive two weeks before your billing date.

Page 1



homechoice
digital
home
network


Mr N. O. Name
Top Floor
100a Queensway
London
W2 4BS

coming attractions
Great entertainment throughout February on **Film 1st** and **V:MX**. To find out about more of our great packages call 0845 678 3333.

get 1 month free


how on homechoice
Enter your PIN
* * * *

available now


available now


recommend a friend
Introduce a friend to HomeChoice and you both get a month's FREE subscription. This simple need to call 0800 01 8000 and supply your account number and name to ensure you both get your month's free subscription.

PIN
Can you share your PIN? Unique to you, when your PIN is confirmed, buying, access to select or select content and real data to watch. For a PIN number, call 0800 01 8000 or visit our website.

max broadband
Speed your need to keep up broadband up to 10x faster than the go. Perfect if you regularly purchase music or games online and want to download them fast!

V:MX
Choose from more than 3000 music videos to watch whenever you want or even choose your own music channel in M:TV.

Your Account Number 13800
Statement number 446059
Statement date 24-sept-2005

ACCOUNT STATEMENT
Balance from your previous statement 77.50
Payment received thank you 07-Oct-05 77.50 CDR
00.00
Subscription charges 35.99
Itemised charges 24.75
Sky charges * 31.50
AMOUNT NOW DUE £92.24

Payment will be collected by Direct Debit on or just after 01-Oct-2005

5250161 Registered in England No. 2703070 Registered Address: 205 Redford Park Avenue, London W11 4SG VAT No. 820 3001 67

all subscriptions

all purchases

call charges

coming attractions

account details

balance brought forward

this month's total due

Your Account Number 13800

ADVANCE SUBSCRIPTION CHARGES

Homechoice 1Mb Base Pack for period 24-Sept-2005 to 23-Oct-2005 17.99

Kids for period 24-Sept-2005 to 23-Oct-2005 6.00

Music for period 24-Sept-2005 to 23-Oct-2005 5.00

Homechoice Anytime talk plan for period 24-Sept-2005 to 23-Oct-2005 7.00 CFI

Total HomeChoice subscription charges £36.99

ITEMISED CHARGES

| Name | Date | Time | Title | Cost |
|---|---------|-------|--------------------------|--------|
| Alan | 19/9/04 | 18:20 | The Girl Next Door - NEW | 3.50 |
| Alan | 20/9/04 | 21:30 | Romeo Must Die | 2.00 |
| Alan | 27/9/04 | 20:02 | Tongue | 3.50 |
| Call charges for period 24-Sept-2005 to 23-Oct-2005 | | | | 15.75 |
| For an itemised breakdown of charges please log onto www.homechoice.co.uk/myhomechoice | | | | |
| Total HomeChoice itemised charges | | | | £24.75 |

CHARGES

Sky Sports 1, 2, 3 Extra & Sky Movies 1 for period 24-Sept-2005 to 23-Oct-2005 31.50


Total Sky charges £31.50

* For Sky Channels, HomeChoice is acting as an agent of British Sky Broadcasting Ltd

The total of above charges is based on the Net Amount of £36.99 plus £19.42 VAT @ 17.5%.

Customer Care Line: 0845 678 3333
Open: 7 Days a Week 8am - 11pm

Video Networks Ltd
The Icon, Lynton Way, Slavenagh, Hertfordshire, SG1 1AL
www.homechoice.co.uk


homechoice
digital
home
network

tv quick start

you'll be enjoying homechoice® in no time at all

(please start by folding out the flap on the cover)

1

switch on your tv

Either press the on/off button on the TV itself or press the on/off button on your TV remote control.

2

switch on the homechoice set top box

Either push down the button on the top of the box or press the power button on the Homechoice remote (a).

The light on the box will turn red. It will then go off before turning blue.

N.B. In the main section of this guide you will also find instructions on how to control your TV using the Homechoice remote (see page 10).

3

enter your PIN

This screen should list everyone in your household (see Pic 1). Scroll down to your name by using the down arrow, and then enter your PIN.

(You will find each person's PIN in your Welcome Letter). To add more people to the list call our Customer Care team on 0845 678 33 33. Keep all PINs in a secure place to ensure they remain private.

4

selecting channels

From the TV Guide screen (see Pic 2) you can scroll up and down to whichever channel you wish and select it by pressing OK (k). Once you have selected the type of programme you want to watch you can scroll through those programmes, again using up and down and selecting with OK.

If you were the last person to use the service, once you have entered your PIN you will automatically be taken to the channel that you were last watching.

**(the letters refer
to the remote
control fold out
on front cover)**

5 changing channels

You can change channels in 4 different ways.

By scrolling between channels using the channel up and down button (**n**).

By pressing the TV Guide button (**e**) on the remote, selecting a channel genre and then scrolling between channels.

By pressing menu (**j**) and scrolling left or right.

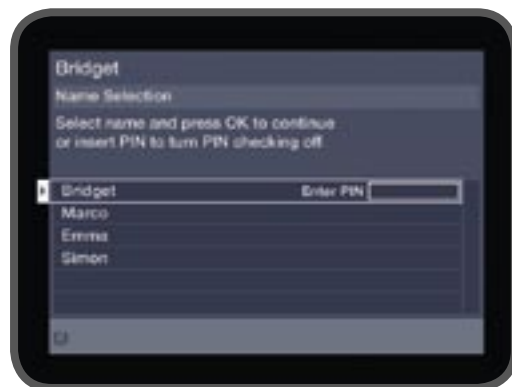
Or by simply keying in the number of the channel if you know it (**q**) (1 for BBC ONE, 2 for BBC TWO, 3 for ITV1 etc).

6 switching homechoice off

Press the power button (**a**) on the Homechoice remote.

Then press the on/off button on your TV (either use your TV remote control or press the button on the TV itself).

(Remember, once you have set up the Homechoice remote to control your TV, you will not need to switch your TV off).



Pic 1: name selection



Pic 2: tv guide landing screen

the remote



on/off

Switches off set top box or TV set (depending on mode). Holding down this button for 5 seconds will 'hard reboot' the set top box

tv

Allows you to switch to non-Homechoice mode

homechoice® button

Switches into Homechoice mode

tv guide

Main guide for all channels

MyTV

Allows you to view your own TV guide, manage broadcast TV reminders and favourite on-demand channels

tv guide shortcuts

Full guide for channels of that category

colour buttons

See onscreen description. Pressing any of these buttons while viewing an on-demand programme will display the control bar at the foot of the screen

menu

Displays channel menu. In on-demand channels, also switches channel menu between main and highlights mode

up and down

Allows you to scroll up and down menus and lists

i+

Provides more information on the programme currently being viewed

left and right

When a channel menu or search bar is displayed, press these buttons to browse other channels' menus

ok

Shows the search bar. when a menu is showing onscreen, use the OK button to make a selection or set a programme reminder

skip

Allows you to skip to the previous or next programme in video on-demand (VOD) channels

stepback

Hides any menu or onscreen message, and returns you to previous screen or channel

channel up & down

Allows you to change channel

page up and down

Allows you to go to the previous or next page of menu

mute

Turns volume on/off

volume control

This function needs to be programmed as shown on page 10

rwd/stop/ffwd

Use these buttons to rewind or fast forward on-demand programmes or films. Stops any on-demand programme or film that is playing and takes you back to the previous screen

play/pause

Press pause to stop any on-demand programme. Press play to start watching again

numbers

Allows you to select a channel directly or an onscreen option



**use AAA
alkaline
batteries
only**

programming the remote



you can set up the homechoice® remote so that it also controls your tv, to do this follow these simple steps-

1

Point the Homechoice remote away from the TV and press the TV button once.

2

Hold down the 1 and 3 buttons simultaneously on the Homechoice remote until the red light that surrounds the power button (a) is illuminated. It should blink twice and then go solid.

3

Point the Homechoice remote at your TV and press the power button (a) once.

4

The power button (a) light will flash approximately every 2 seconds whilst it searches for the codes to control your TV. This can take a little time, so be patient!

5

When it has found a suitable set of codes, it will turn your TV off. You now have 2 seconds to press the power button (a) to accept the code. Then press it once more, keeping it depressed for 3 seconds to store the code.

6

The new codes should now be stored and the Homechoice remote should now control your TV. Simply press the TV button (b) to select TV mode or press the Homechoice button (c) for Homechoice mode.

(the letters refer to the remote control fold out on front cover)

If the remote is unable to control some of the TV functions, simply repeat steps 1 to 6 until you find a set of codes that control all the functions of your TV.

Please ensure that only AAA alkaline batteries are used with this remote.

disclaimer
the homechoice® remote can be programmed to work with the majority of tvs, however not all tv manufacturers and model numbers are supported

your PIN

everyone in your house has been given a unique PIN (personal identification number). you will find these in your welcome letter.

protecting kids

All of our video on-demand shows are specially rated to ensure that kids cannot access unsuitable on-demand programming. If you haven't already done so, you can set up PINs for your kids which offer the relevant protection. You do this by letting our Customer Care team know the kids' ages when setting up their PINs. The ratings will only be relevant if everyone uses their own PIN, so adults shouldn't share theirs with kids.

other PIN benefits

It allows you to create your own personal TV guide that lists just your favourite channels.

It also lets you create and access your own personal favourites of on-demand music videos, TV programmes and movies. Plus, it enables you to rent films and buy other products through your TV, and see who purchased them when your monthly statement comes.



Pic 3: the PIN screen

entering your PIN

When you first access Homechoice you'll be asked to select your name and enter your PIN. If you do not enter your PIN at this stage you will be asked to do so again each time you try to rent a film, view any on-demand programme with an age restriction, access your personal TV guide (MyTV) (d) or try to watch any of your favourites channels.

To change users without turning the set top box off, press TV Guide on the remote (e), then press the blue button (h). You'll then need to select your name and enter your PIN (see Pic 3).

additional PINs

To setup additional PINs or change existing ones, please call our Customer Care team on 0845 678 33 33 between 8.00am and 11.00pm, seven days a week.

digital tv

on homechoice® you can watch a wide variety of digital tv and video on-demand programmes.

on the tv guide, programmes appear in red if they are currently showing, and white if they haven't started yet.

browsing channels

there are many ways to see what's showing on homechoice®.

Channel menus allow you to view what's showing on other channels without changing the channel. Simply press the menu button (**j**) and scroll left or right. Press OK to select a channel, or stepback (**m**) to exit.

Alternatively, try using the search bar. Search bars offer brief information for each programme available. In non-VOD channels the bar lets you browse the TV schedule. In VOD channels the bar shows highlights of some of the programmes available.

there are 4 different ways to browse channels

1

By scrolling between channels using the channel up and down button (**n**).

2

By pressing the TV Guide button (**e**) on the remote, selecting a channel genre and then scrolling between channels.

3

By pressing menu (**j**) and scrolling left or right.

4

Or by simply keying in the number of the channel if you know it (**q**) (1 for BBC ONE, 2 for BBC TWO, 3 for ITV1 etc).



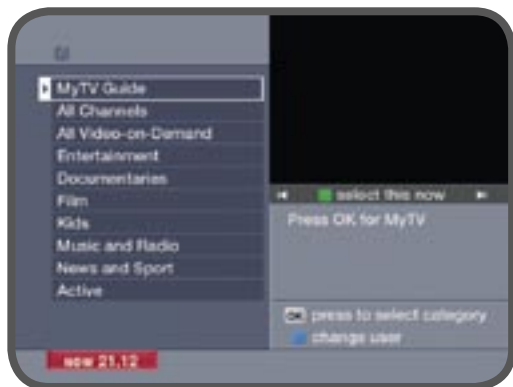
Channel menu

video on-demand (or VOD)

all our video on-demand (VOD) channels offer programmes that are available to view exactly when you choose. the VOD programmes listed on the tv guide are shown with a red ‘view VOD’ icon.



View VOD icon



Pic 4: TV guide menu

how to find a programme

To view all available VOD programmes press TV Guide (e), select ‘All video on-demand’ (see Pic 4) and press OK. To view a VOD channel select the ‘view VOD’ icon next to the channel title.

You will then see a list of VOD programmes on that channel, simply press OK to select one and enjoy.

Alternatively you can use the left or right buttons (k) to browse and choose from a selection of the channel’s highlights.

ordering a pay-per-rental film

Homechoice lets you choose between hundreds of film titles. You can watch any of them at any time on a pay-per-rental basis.

Simply press the film button (**g**) on your remote, and select the 'view VOD' icon. You can then select your chosen film from the channel menu, view further details or a free trailer, and add the film to your favourites. To purchase a film press OK or stepback (**m**) to return to the previous menu.

You can watch a pay-per-rental film as many times as you want within a 24hr rental period.

VOD controls

With VOD you have total control. You can rewind, play, pause, fast forward or stop whatever you are watching at anytime (**see Pic 5**).

Press forward or rewind once to start searching (**p**). While searching you can use the left and right button followed by OK to select a time frame in which to skip. To stop searching press play.

Press play/pause to freeze the programme and play to resume.

Press stop at any time to be taken back to the previous menu.

If you press stop during a pay-per-rental film you can return to it at the same position within the 24hr rental period, by selecting the film again.

skipping promos, programmes and films

In many VOD channels, you can use the skip buttons (**l**) on the remote control to view the next promotion, programme or music videos.

For example, in V:MX Hits™ (channel 400), you can skip backwards and forwards through the channel by pressing the left and right skip button, so you can watch favourite videos again and again.

Many menu lists and VOD channels have programme trailers displayed behind them. You can skip through these by pressing the left and right buttons (**k**) on the remote.



Pic 5: VOD controls

MyTV

MyTV lets you create your own list of favourite channels, programmes and music videos. you can also use MyTV to manage programme reminders and view your current rentals.

creating your own tv guide

1

Press TV guide (e) and select the 'All Channels' option.

2

Highlight channels you'd like to place in your own personal list with the cursor (k).

3

Then press the yellow button (h).

4

This will automatically save the channel to your personal TV Guide (My Channels).

your favourites

When entering an on-demand channel or viewing a programme or music video you can save it to your favourites using the yellow button. Choosing to save will create your own list of favourites.

To use the favourites feature you must be signed in under your own name and PIN.

remember

To change users without turning the set top box off, press TV Guide (e) and then press the blue button (h). You'll then need to select the right name and enter the PIN.

saving VOD programmes to favourites

To save a VOD programme to your favourites, simply highlight the programme you'd like to save, then press the yellow button (h).

saving music videos to favourites

1

To create your own list of favourite music videos, press the Music button (g). You can search through the music videos by selecting 'View VOD' within a channel.

2

Once you have chosen a music video you can then press the yellow button (h) to save it to your favourites.

viewing your favourites

There are 4 favourites channels

1

My Entertainment (channel 990)

2

My V:MX (channel 991)

3

My Kids TV (channel 992)

4

My Movies (channel 993)

To view a programme you've saved to a favourites channel, press the MyTV button on the remote or select the channel directly by keying in the channel number.

deleting favourites

To delete a programme from a favourites channel, highlight the item to be deleted then press the yellow button.

personal reminders

This feature lets you set up reminders so you don't miss a programme that you really want to watch. Once set up, a reminder will appear onscreen moments before the programme starts. You can also set it up so that the channel automatically changes to the programme you want to watch.

to set up reminders

From the TV guide, search bar or channel menu highlight the programme that you wish to be reminded to watch then select OK.

You can choose to have a reminder just for that programme, or the entire series (where the whole 'series' is available on-demand). Once you have made your selection an icon will appear next to the programme showing that the reminder has been booked. The reminder can be removed by highlighting the programme and selecting 'OK'.

When your programme is about to start a reminder alert will appear onscreen. You can then either select OK to be taken straight to the channel that the programme is showing on, or select stepback (m) to cancel the reminder.

To set the channel to automatically change to the programme that you have set a reminder for, press the MyTV button (d) and select 'My Reminders' from the MyTV menu. You will then see a list of all the programmes that you have set reminders for. Selecting a programme will display a control bar across the bottom of the screen which will give you the option to 'auto change'.

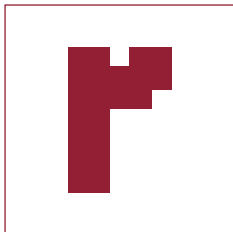
note that if 'auto change' has been set, the channel will change automatically.

replay

homechoice replay™ enables you to watch some of the most popular BBC and ITV 1 programmes on-demand for up to 7 days after they're first shown.





Available now



Available soon

an  on a channel menu denotes that it is a replay channel

Programmes marked with a red  can be viewed immediately. Programmes marked with a white  are being shown currently and will be available to Replay soon.

To see a full list of Replay programmes available to view immediately on a channel, just press the menu button (**j**) on the remote when in that channel. Pressing the menu button once will show you the viewing schedule, pressing it a second time will take you to the Replay menu. You can then use the up and down buttons to browse **(see Pic 6).**

To return to the channel at any time, just press the stepback button (**m**).

don't forget to keep a look out for replay appearing on other channels in the future.



Pic 6: replay menu

your broadband

Your broadband connection will have been setup by the engineer, whilst installing Homechoice. However, you will need to setup your internet connection and account yourself. To do this simply insert the Broadband Installation CD (which comes with this pack) into the CD drive on your PC or Mac and follow the onscreen instructions.

what's included in your broadband?

High-speed connection is a given with Homechoice broadband, but did you know that you'll also get Homechoice email (webmail) which lets you pick up your emails from any PC you want?

Plus, you can also setup 12 email addresses for you or members of your family.

Then there's our spam filter which flags any junk email with a special marker so that you can delete any unwanted mail.

We also provide 100MB of webspace so you can create your own website.

And your broadband comes with a virus checker that automatically scans all emails to your Homechoice email account to help protect your PC from viruses.

how to check your email

Go to the existing customer section of our website and login to your webmail using the sign-in box at the top of the page (using your email username and password). Once you are logged in, you can then send and receive emails.

how to browse the web

Click on the Microsoft Internet Explorer icon. From here type in the website address (URL) of the site you'd like - then you're away!

how to setup accounts for other people in your house, manage your email accounts, update your preferences or view your phone bill.

Go to homechoice.co.uk/customer and login using your internet username and password (your username is the first part of your email address. So if your email address is bigjohn@homechoice.co.uk, your username is bigjohn). Once logged in you will be able to manage your email accounts, update your preferences and even view your phone bill.



Homechoice website

you can find us at homechoice.co.uk

website

take a look at our website,
homechoice.co.uk.
it's got a dedicated section
for existing customers
homechoice.co.uk/customer.

Here you can stay up-to-date with all the latest movies and TV shows currently showing and we'll also let you know which ones are coming soon to Homechoice **(see Pic 7)**

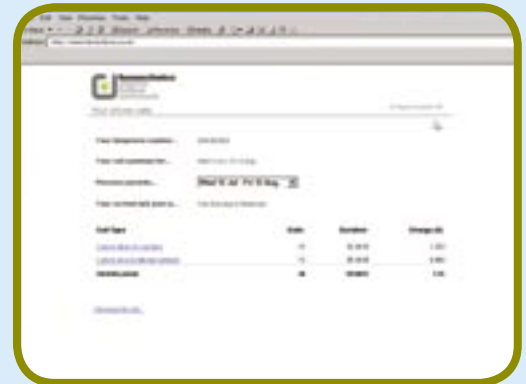
Plus, you'll find information about upgrading your service, get up-to-the-minute service news and a dedicated support section if you have any queries.

Finally the site will allow you to login and view your phone service calls (once you've logged in, click on 'View Phone Bill') plus, it lets additional users change their communication preferences and email passwords **(see Pic 8)**

Your internet password appeared in your main Homechoice Welcome Letter, but don't worry if you've forgotten it as there's a link on the login page called 'Forgotten your password?' which will retrieve it for you.



Pic 7: existing customers



Pic 8: homechoice bill

phone

we like to spoil our customers, so on top of digital tv, video on-demand and high-speed broadband, all our packs come with two different call options.

If you did not choose either of our Talk Plans (outlined below) you can sign up now by calling our Customer Care team on 0845 678 33 33.

homechoice anytime calls

Make UNLIMITED CALLS DAY OR NIGHT to UK landlines starting with the dialling codes 01 and 02 for one fixed monthly charge.

homechoice freetime calls

Get INCLUSIVE EVENING AND WEEKEND* calls to UK landlines starting with the dialling codes 01 and 02 for no extra monthly charge.

*Free calls are optional and apply to all UK area codes starting 01 and 02 excluding calls made between 8am-6pm weekdays.

view your phone bill online

If you have one of our Talk Plans you can see your phone bill online. Simply go to the existing customer section of our website, homechoice.co.uk/customer and login.

Once you have logged in, you can access your itemised phone bill by selecting 'View Phone Bill'. You can see a summary of your call charges in your monthly bill.

switch to a homechoice line

You can also select to have just one bill if you change to a Homechoice line instead of your current BT line. To do this simply call our Customer Care team on 0845 678 33 33.

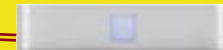
all plugged in?

if nothing seems to be working, first of all make sure that your set top box is still connected correctly. if it has become disconnected, then follow the instructions below.

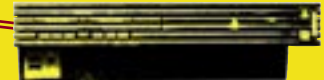
tv



**scart
switch**



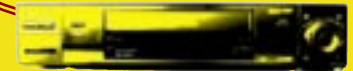
**games
console**



dvd



vcr



If you have a digi box from an additional digital TV provider you can connect it to either our Homechoice set top box, or a scart switch.

safety

follow these simple rules and may your set top box live a long and healthy life!

never

Open the set top box.

never

Insert anything into the set top box.

never

Attempt to replace the leads of the set top box if they are damaged. Please report the fault to our Customer Support Advisors immediately and they will organise for a replacement to be delivered.

never

Insert any other cables into your telephone line socket with or without adaptors.

never

Operate the set top box in a damp or humid atmosphere.

never

Allow the set top box to obscure the ventilation holes of other equipment when placed on top.

never

Place any equipment on top of the box that exceeds 14kg in weight.

never

Leave wires trailing in a way that someone could trip over them.

always

Turn off the set top box at the mains before plugging in, unplugging or checking any of the equipment.

always

Ensure that there is at least a 10mm ventilation clearance between the top of the set top box and any object sitting upon it.

always

Ensure all packaging is safely stored away from kid's reach.

your notes

help!

don't panic!
if you're stuck
there are 4
ways we
can help

customer care
0845 678 33 33
enquiries@homechoice.co.uk

website
homechoice.co.uk
check out our FAQs at
homechoice.co.uk/faq

1

Firstly, this GETTING STARTED guide will help you understand how to use our digital TV, video on-demand, broadband and phone services.

We've also included steps on how to tune your Homechoice remote to control your TV volume, and create favourites. Plus, there are some important equipment safety tips.

2

Alternatively check out our WEBSITE, homechoice.co.uk.

It has a comprehensive FAQ section homechoice.co.uk/faq that answers a wide range of questions about the Homechoice services.

3

There's also our ONSCREEN HELP on your television.

Simply press 999 on your remote and you'll get advice and directions on how to use the features of our TV service.

4

Finally, our dedicated CUSTOMER CARE TEAM is on hand to answer your queries from 8.00am – 11.00pm, seven days a week.

contact us

call us

Our Customer Care team are available to take your calls
8am – 11pm, 7 days a week on 0845 678 33 33

email us

Send your query to:
enquiries@homechoice.co.uk

write to us

Customer Care
Homechoice
The Icon, Lytton Way
Stevenage, Hertfordshire SG1 1AL



wisewatch

**advice for parents on safe tv
viewing for kids**



homechoice supports the charity CoreKids.

CoreKids is a therapeutic programme, which provides a safe environment to help children deal with the emotional and physical realities of having an alcohol or drug addicted parent.

find out more at **corekids.org**



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general safety tips for all audiences

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safety tips for homechoice users

10

so whose responsibility is it?

&

how do I find out more?

foreword

More and more of us are experiencing the ever-changing world of digital television, video on-demand, personal video recorders, pay-per-view and interactive services provided through our TVs. We can have access to hundreds of channels and literally thousands of programmes at the touch of a button. Wonderful though all these technological innovations undoubtedly are, they also raise issues about how we as parents or carers monitor or supervise what our children might watch or do through the TV.

Before this new era, we were all able to rely on the trusted watershed. This ensured that only programmes suitable for children were aired prior to 9pm. However, in the more complex world we now live in, service providers and parents both have a responsibility to protect children from unsuitable content that could be available at any time of the day. The service provider in particular has a responsibility to provide customers with easy to understand information about the programmes, films or services they are supplying and easy to use tools which give them control over what ultimately appears on the box in their home.

So how can parents assess what our children should, and more importantly, shouldn't be watching? This Homechoice Wisewatch™ Guide provides top tips and advice on how to assess the suitability of TV programmes and protect children from viewing unsuitable content. It also explains Homechoice's excellent method of giving parents and carers full control of what appears on TV in their home. Together, we can ensure that the world of digital television has a positive impact on all that view it!

john carr,
children & technology unit,
NCH, the children's charity

overview for all audiences

what do parents need to know?

There's absolutely no question that kids' safety and protection is paramount and many digital TV suppliers have already taken steps to help protect kids from unsuitable programmes.

so what's being done within the industry?

watershed

The watershed is a policy that only applies to scheduled TV shows and is regulated by Ofcom (the independent regulator and competition authority for the UK communications industries). It states "Material unsuitable for children should not, in general, be shown before 9pm and after 5.30am." However, in the digital age, the watershed is not the only means that parents need to use to protect their children from viewing unsuitable content. With the introduction of video on-demand and personal video recorders, viewers of *any* age can potentially access *any* type of content at *any* time of day or night.

This is why the digital TV suppliers who provide these services should act responsibly and offer protection in other ways.

Take a look at some of the protection methods used by digital TV providers -

PIN controls

PIN (personal identification number) controls let parents limit what programmes their children can watch.

The level of protection that digital TV suppliers provide via PINs can differ, but they usually work in a similar way.

In most cases, each household is given a PIN, which needs to be entered each time premium (i.e. pay-per-view content such as films) or adult content is purchased.

However, parents should be aware that this type of PIN protection does not block access to other unsuitable content such as programming on standard channels. In addition, if the PIN is shared amongst the household, all protection it provides is lost.

47% of parents support the watershed and find it useful, but only one in five think that it's appropriate in the multi-channel world.

adult content

Many digital TV suppliers have adult content (pornographic or X-rated programmes) in their line-up. Parents need to be aware if this is the case so that they can take measures to stop their kids from accessing it. Digital TV suppliers PIN protect all this programming so parents can protect their children. That's why it's important that adults don't share their PINs with younger viewers.

pay-per-view content

Many digital TV platforms offer pay-per-view content. On most services this is purchased via the TV remote control using PINs.

Parents should be aware of how pay-per-view content is purchased so they can prevent their children from purchasing unsuitable (or too many) movies etc. without permission.

interactive services

Chatrooms and interactive gaming are increasingly available via digital TV platforms. In the main they are both safe and offer fun ways to enjoy the benefits of the digital age.

However, because children can 'speak' to other people without seeing them, parents should be aware of who their kids are interacting with.

what about advertising?

Often parents have concerns about advertising and its impact on their children. According to independent research recently conducted on behalf of Homechoice, a startling 77% are concerned about their kids' exposure to advertising.

In a commercial world, it is understandable that parents want to minimise the amount of advertising being directed at their children.

However, there has to be a balance and it is important for parents to understand that without advertising, many of the quality children's programmes currently broadcast would not exist. This is because programme makers get funding for their shows from the channels that they are broadcast on. The commercial channels themselves make money from companies who pay to have their adverts shown between programmes.

general safety tips for all audiences

Common sense and logical reasoning go a long way when it comes to your kids' viewing habits. By taking some simple steps, you can ensure that they are protected from watching unsuitable material. Take a look at our suggestions that will hopefully make for a happier home!

take control

Limiting and supervising what the kids watch, as well as watching programmes with them, can mean a lot of potential problems can be avoided.

Follow these tips to help you take control of your kids and the telly.

judge

Judge the suitability of programmes by taking note of any onscreen guidance given. Better still, watch TV with your kids, particularly if they're viewing something for the first time. This way you'll know whether you are comfortable for them to watch particular programmes unsupervised in the future.

93% of parents are concerned about their children watching scenes of a violent and sexual nature on tv.

talk

Talk to your children about anything controversial that they might see on TV. For older children, TV can be used as a great way to begin discussions about 'real life' topics such as teenage pregnancy, smoking, drugs or bullying.

spot the ad

Play 'Spot The Ad'. This helps your child tell the difference between a programme and an advert. It's important that they learn from an early age that adverts present a product or service in an exceptionally favourable light.

ratings

Take note of any advice and content ratings. They are there to be used and help viewers understand what is suitable viewing for different age groups. If you have digital TV, make sure you use security devices like PIN protection if it's available.

rules

Set some viewing rules and be clear and consistent with them. If you don't approve of your child's choice of programme, explain why and help him/her to choose something more appropriate. You may want to set some guidelines for the number of hours they are allowed to watch TV each day. This will help them to limit themselves to only watch programmes or movies that they really want to.



out of control

Be warned. It's easy to lose control of what your kids are watching. It can happen more easily if they have:

- 1** A television in their bedroom. Who knows what they are watching behind closed doors?
- 2** No guidelines from you about what to watch and what not to watch.
- 3** No PIN protection or only a shared PIN, which means they might be able to watch any programme at any time.
- 4** A personal video recorder. Make sure you monitor what your children are recording.

case study

Dean & Kalli Fowler from Beckenham in London have two children; Jade aged 4 years and Taylor aged 17 months

"As parents of two young children, monitoring what they watch on television is incredibly important to us. With so much content on offer at any time of the day or night, we do worry about what they might be able to access as they grow older. Parents used to be able to rely solely on the watershed but this is no longer the only tool that should be used. We are reassured that digital TV companies are providing additional protection, which we will definitely use for our children as they become older."

safety tips for homechoice®

the most popular methods to regulate kids' viewing habits would be a specially coded remote control 35%, onscreen guidance 26%, ratings for video on-demand 20% and personal PINs 20%

how does homechoice® help protect kids?

At Homechoice, we pride ourselves on the high level of protection we offer, so that parents can regulate their kids' viewing.

These are some of the measures we've put in place -

homechoice® PINs

Homechoice gives each member of the household a unique PIN (or personal identification number). It's important that each person uses their own individual PIN. (See Figure 1)

The individual PINs help ensure that children cannot access unsuitable on-demand programming because all of our on-demand shows have age restrictions where necessary. When a customer calls customer services to set up a PIN for their child, their birth date is also noted on the system to ensure that the level of protection offered is automatically updated as the child grows older.

However, the ratings will only be relevant if everyone uses their own PIN. If an adult shares theirs with younger members of the household, the protection is lost. Parents should also

be aware that the PINs do not block access to pay-per-view content suitable for children (for example a kid's film) so they are still able to prevent their children from purchasing too many movies without permission.

channel guidance

trying to choose a suitable film?

With Homechoice you can find out what the film's age rating is, how much it costs to rent, plus we'll give you a synopsis of the film. This way you know in advance if it's appropriate for the kids to watch or not.

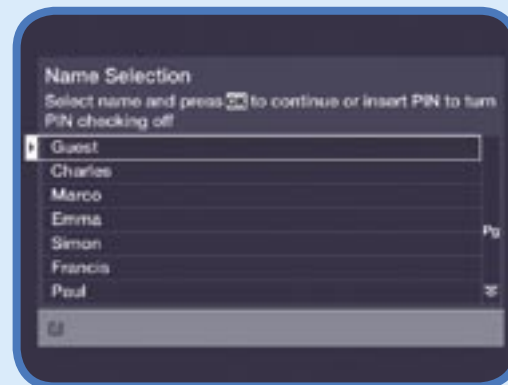
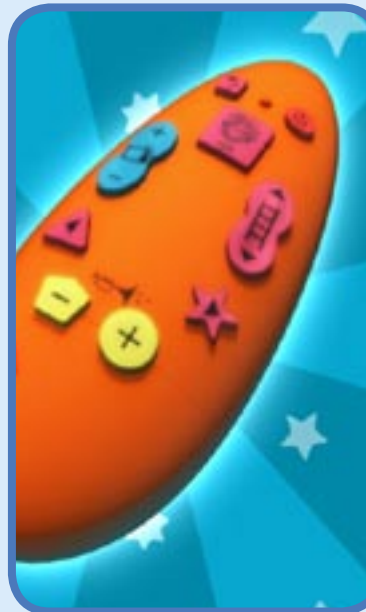


Figure 1: Homechoice PIN screen



minimote™

Our unique minimote - a remote control for kids - is free when you sign up to a pack that includes the kids' channels.

It's designed to protect your children from viewing unsuitable shows as it's pre-programmed and so will only let children view our kids' channels, giving you confidence that they're not watching anything unsuitable.

case study

Richard & Becky Lock from South London have one child; Noah aged 2 yrs They subscribe to the homechoice 2Mb Max Pack

"We've been extremely impressed with the safety tools that Homechoice provides for parents to monitor what their children watch. We're most concerned about our child being exposed to violent content. By giving him the minimote however we can ensure that he doesn't access any unsuitable programming whilst also allowing him to feel in control. That way we both win! We wouldn't hesitate to recommend Homechoice to others, both for their services and the child protection tools they offer."

so whose responsibility is it?

because kids can't be expected to monitor their own tv viewing, it is both their parents' and the digital tv providers' joint responsibility to make sure that they don't watch unsuitable material

The service provider has a responsibility to provide safety facilities and to inform their customers what they are and how they work.

Equally, parents need to familiarise themselves with the safety facilities on offer and administer the controls properly.

Digital TV is an interactive, ever-changing medium - just like the internet. As most parents closely guard what their children do online (by using the various web protections available) they should also control their kids' TV viewing.

43% of parents believe that it's their own responsibility to censor unsuitable content.

how do i find out more?

for further information on broadcasters' responsibilities, you can contact the following organisations

Ofcom

Ofcom is the independent regulator and competition authority for the UK communications industries, with responsibilities across television, radio, telecommunications and wireless communications services. In particular it considers complaints concerning programming appearing on broadcast TV and radio channels.
ofcom.org.uk

ATVOD

The Association for Television On-Demand Limited (ATVOD) can be contacted regarding our on-demand services by writing to them at:

The Association for Television On-Demand Limited
PO Box 31660, London, W11 4XB

the advertising standards authority

The Advertising Standards Authority is an independent body set up by the advertising industry to police the rules laid down in the advertising codes. It will consider complaints concerning broadcast television and radio advertisements.

asa.org.uk

the british board of film classification

The British Board of Film Classification is an independent, non-governmental body, which has exercised responsibilities over cinema since 1913, and over video since 1985. It recommends age certifications to all movies generally released in the UK.

bbfc.co.uk

citizens advice bureaux

The Citizens Advice service helps people resolve legal, financial and other problems by providing free information and advice.

citizensadvice.org.uk
adviceguide.org.uk

the department of culture, media & sport

The Department of Culture, Media & Sport aims to improve the quality of life for all through cultural and sporting activities, to support the pursuit of excellence and to champion the tourism, creative and leisure industries.

culture.gov.uk

trading standards

Trading Standards Central provides consumer protection information in the UK.

tradingstandards.gov.uk

homechoice® customers can contact us in the following ways -

email us

Send your query to
enquiries@homechoice.co.uk
or check out our website
homechoice.co.uk

write to us

Customer Care Dept, Homechoice, The Icon, Lytton Way, Stevenage, Herts. SG1 1AL

call us

Our Customer Care team are available to take your calls
8am – 11pm, 7 days a week on **0845 678 3333**.

Parents should note that this guide only offers advice on how to protect children whilst they are watching digital TV and is not designed to provide guidance on internet monitoring. If you are concerned about protecting your child when they are accessing the internet, Homechoice recommends the parental control software CyberPatrol. Further information can be found on our website at **homechoice.co.uk/broadband/control.html** or by contacting our Customer Care department via the channels indicated.

"Homechoice", the Homechoice logo, "Digital Home Network", "Wisewatch" and "Minimote" are trade marks of Video Networks Limited
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wireless



my wireless network information

router IP address

SSID

channel

passphrase

router password

WEP Key

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safety first

Warning! our equipment contains high voltage levels

never

make any mechanical or electrical changes to the equipment

never

have leads running under doors

never

have leads running in such a way that someone could trip over them

never

allow anything wet to come into contact with anything electrical

always

keep cables away from hot surfaces

always

protect cables running across floors with a suitable cable guard

always

refer to this guide if you are going to make any changes to your wireless equipment

always

get rid of all packaging in a safe way

always

contact our Customer Care team if you have any questions

If you have any problems please try the troubleshooting tips in this Guide.

If your problems cannot be solved using this Guide or the Netgear Resource CD, please contact our Customer Care team on 0845 678 33 33.

wireless devices

our wireless devices allow you to link a number of other wireless network devices to a single shared internet connection.

The router will allow you to connect a number of computers without wires, and up to 4 computers by cable. The router will assign Internet Protocol* (IP) addresses to all the connected devices so that they all have a unique address on your home network. The router also allows all devices on your home network to communicate with each other.

The wireless adapter provided by Homechoice is the Netgear WG111, which can both send and receive information. Information transferred between our wireless router and other devices is sent as a radio signal.

*IP stands for Internet Protocol and is a set of rules which enable communication between devices

wireless for mac

to link the homechoice service to your apple mac without wires, you will need an airport/airport extreme card. this may have come installed in your mac or you can buy it separately from apple.

you will need to enter some information into your wireless setup

1

Go into the 'Networks' section of your system preferences and select 'AirPort'.

2

Then select 'Specify a Network' and pick your network from the drop down list. Your network is the name given to your router, and in most cases will be the last 4 digits of your account number.

3

Enter your Wired Equivalent Privacy* (WEP) key into the box labelled 'password' by typing a \$ followed by the 10 character WEP key. Your Homechoice engineer should have left you with your WEP key. If you do not have one please see page 8 for details on how to create one.

Please Note:
These instructions are based on the Mac OS X operating system.



Apple AirPort Extreme card

*WEP stands for Wired Equivalent Privacy, and is a way of ensuring that your data cannot be read by others

router physical setup

connecting the router

1

Connect the network cable from the Homechoice set top box (PC port) to the router (WAN port). The WAN port is the port nearest the antenna.

2

If you are linking all PCs with a network cable, all network cables should be connected to the LAN ports on the router.

3

Switch on the Homechoice set top box using the on/off button on the top.

4

Plug the router into the power supply.

5

Either turn your computer on, or restart your computer.

6

Your wireless router should work as before.

disconnecting the router

1

Shut down all connected computers and wireless devices.

2

Switch off the Homechoice set top box using the on/off switch on the top.

3

Unplug the router from the router from the power supply.

homechoice[®] router setup

router configuration

your homechoice engineer will configure your router at installation. should you need to reconfigure it for any reason, you can follow the steps outlined below-

1

Plug your router into the power supply and make sure your router is switched on.

2

Connect your computer's Ethernet port to any of the four LAN ports on the router.

3

Open your internet browser (this is the programme you use to connect to the internet e.g. Internet Explorer) and enter the router's IP address. In most cases this will be 192.168.1.1, and should be entered into the address bar of your browser, and click 'GO'.

If this does not work you should check the router configuration details given to you by the engineer, as any changes to your router configuration will be noted here.

8



Netgear WGR614 wireless router

4

You will be taken to the your router's login. Logging into your router will allow you to reconfigure its settings. The username to login will be "admin", and the default password is set to "password".

As on step 3, if this does not work please check the router configuration details given to you by the engineer.

5

You will now see a page that allows you to create/modify the wireless settings of your router. Complete the following information:

- name (SSID):** You can either use the last 4 digits of your account number, or create a name for the router.
- region:** Choose 'Europe' from the list
- channel:** Select a channel number of your choice
- mode:** This should be set to the default of B/G
- security options:** Make sure that WEP is enabled

6

To generate your WEP Key you will need to enter your pass phrase. In most cases, the engineer would have setup your pass phrase as the last 4 digits of your account number. Then click 'Generate'.

You will be given 3 WEP keys. Make a note of the first WEP key on the inside cover of this Guide as you will need this to configure all non-Netgear wireless devices. Please ignore the other two WEP keys.

7

Select the first WEP key, and click 'Apply'. This will reconfigure your router. After this has been done the same page will be refreshed.

8

On the left-hand side of the page you will see an option called 'UPnP', please click on this option. This will bring up the UPnP page. Select the 'Turn on UPnP' option and click 'Apply'. Your router should now be reconfigured!

9

Click 'Log Out'.

you will now need to configure your wireless devices to match this configuration. if your wireless device is a netgear device please see the netgear resource cd. if you have a mac, please also refer to page 6. for all other wireless devices, please refer to the manufacturer.

router details

The Homechoice engineer records your router configuration details on a label for your safekeeping. It is important that you keep these details safe. You should copy them onto the inside cover of this booklet

Remember to make a note of all settings, usernames/passwords and your WEP key on the inside cover of this Guide.

To reconfigure the Homechoice adapter please refer to the Netgear installation guide

guide to router & adapter lights

check that everything is working

router lights

| label | activity | description |
|---------------|-----------------------------|--|
| power | green | The router is on with a good supply of power |
| | amber | The router is booting up and not yet fully working |
| | no light | The router is off/not receiving any power |
| internet | green/ amber | The internet is on and the internet port has detected a link with another device |
| | green/ amber blinking | Data is being sent or received |
| | no light | The internet is off/has detected no link with any other devices |
| wireless | green | The wireless port is on and working |
| | no light | The wireless port has been disabled or not working |
| ethernet port | green | The LAN port has detected a link with another device at 100Mbps |

| label | activity | description |
|---------------------|-------------------|--|
| ethernet port cont. | green blinking | Data is being sent or received at 100Mbps |
| | amber | The LAN port has detected a link with another device at 10Mbps |
| | amber blinking | Data is being sent or received at 10Mbps |
| | no light | The LAN port is not detecting a link with any other devices |

adapter lights

| activity | description |
|-------------------|--|
| green | The adapter has found and joined a network |
| amber blinking | The adapter is looking for a network to join or sending/receiving data |
| no light | The adapter is not connected to the PC |

wireless performance

factors that affect wireless performance

the location of your router

For maximum range, the antenna of your router should always be in an upright position and is in line of sight with your wireless adapter.

Do not place the router close to large amounts of water e.g. near a fish tank or radiator, as water can disrupt the radio signals being sent and received.

interference

Many devices can interfere with the wireless signal being sent/received by your router. Most typically, these are mobile phones, fax machines, cordless phones, microwaves and any radio transmitting devices e.g. baby monitors. Anything being transmitted using Bluetooth is also likely to cause interference.

If you think you are experiencing interference check to see if your router is close to any of the devices mentioned above, and if so move your router or the device causing interference.

If you think you are experiencing interference, but your router is not close to any other devices likely to cause interference, please check the Netgear Resource CD which gives additional troubleshooting tips.

If you are still still find yourself experiencing interference problems, please call our Customer Care team on 0845 678 33 33.

materials that have a 'limiting' effect on your wireless signal

There are certain materials that will limit the wireless signal being transmitted throughout your house. The most common 'limiters' are:

concrete

Wireless signals can be limited by concrete walls although not usually limited by softwood walls.

metal

Can reflect the wireless signal and reduce the range of the signal.

troubleshooting

if you are experiencing problems with your wireless connection, try the following simple steps-

reboot the homechoice adapter

Make sure that the Homechoice set top box, router and your PC are on with the adapter connected.

1

Disconnect the Homechoice adapter from your computer and wait for the Netgear icon to disappear from your system tray (lower right-hand corner of your screen).

2

Once the icon has disappeared, reconnect the Homechoice adapter to your computer.

3

Wait for the icon to appear. When it does, wait a further 20 seconds and then check if the internet is working.

try to re-establish the wireless connection

Make sure that the Homechoice set top box, router and your PC are on with the adapter connected.

1

Open the 'Netgear Wireless Utility' by clicking on the Netgear icon in your system tray (lower right-hand corner of your screen).

2

Go to the Networks tab. As soon as you select this your computer will begin scanning the area for wireless networks. Wait for the scan to complete. If no network is found please call our Customer Care team on 0845 678 33 33.

3

From the list that appears, select your network and click 'Connect'. In most cases, your network will be the last 4 digits of your Homechoice account number, unless you have renamed it (see step 5 on page 7).

4

Then you will need to enter your pass phrase and click 'Apply' (see step 6 on page 7).

5

Wait for 20 seconds after you have updated your settings and check if the internet connection is working.

try a full re-boot

Begin this with your Homechoice set top box and PC on, and your router and adapter plugged in.

1

Switch off your Homechoice set top box by using the on/off switch on the top.

2

Switch off the Netgear router by unplugging it from the power supply.

3

Shut down your computer.

4

Switch on your Homechoice set top box, again using the on/off switch on the top.

5

Reconnect the router to the power supply.

6

When the blue light on your Homechoice set top box shows constantly, start your computer.

7

Wait for 20 seconds after your PC has fully started up and check if the internet connection is available.

If your wireless equipment is not working, and none of this troubleshooting helps, please call our Customer Care team on 0845 678 33 33

your notes



contact us

call us

Our Customer Care team are available to take your calls
8am – 11pm, 7 days a week on 0845 678 33 33

email us

Send your query to:
enquiries@homechoice.co.uk

write to us

Customer Care
Homechoice
The Icon, Lytton Way
Stevenage, Hertfordshire SG1 1AL



internet security



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Broadband offers a world of entertainment possibilities. But there are risks too. In most cases, you can minimise these risks by taking simple precautions. This guide provides you with some crucial information which will help you and your family enjoy trouble-free surfing.

the risks

viruses

A virus is a small piece of software that hides in computer software. For example, a virus might attach itself to a spreadsheet in one of your software packages. Every time you open the spreadsheet, the virus begins to run, potentially damaging your computer.

email viruses

This sort of virus is spread through email messages. It usually spreads by automatically mailing itself to dozens of people in the 'victim's' email address book.

worms

A worm is a small piece of software that infects a computer and then replicates itself. Some worms scan the network or internet looking for other machines they can spread to.

trojan horses

A Trojan horse is a computer program that often hides within larger programs. It might seem harmless - they're often hidden within games - but they can create a backdoor to your computer, allowing someone else to access your machine remotely.

Some viruses, worms or Trojans can harm your computer, but others simply use your computer to replicate themselves and infect other machines. Whatever the effect of a virus, they're not good news. The vast majority will ultimately affect the performance and speed of your computer.

computer updates

keep your pc up-to-date

follow this simple procedure to start protecting your computer immediately

Both Windows and Mac have a feature that helps protect computers against the threat of viruses and worms. Most new viruses use parts of the operating system, browser or email programs to spread infection and/or damage computers. 'Patches' are regularly released for these programs to stop viruses from spreading. These patches 'fix' the program and stop the virus taking hold, so it's very important you keep your computer up-to-date with the latest patches.

It's easy to make sure your software programs are up-to-date. Just follow these easy steps. Once it's done, you'll get an alert onscreen whenever there's a patch you need to install.

Please note, if you haven't updated your operating system recently, there may be a lot of patches to download. Download and install them as they will help to protect your computer from picking up new infections.



Pic 1

windows XP

If your computer runs Windows XP, it's best to set up your computer to receive critical updates via the XP Automatic Updates feature.

1

From the Start menu, select Control Panel.

2

Open the System control panel.



3

Double click on the System icon, then the Automatic Updates tab, **(see Pic 1)** and tick the box “keep my computer up to date”, or if Service Pack 2 is installed, select the Automatic Updates within the Control panel.

4

Tick either ‘Download the updates automatically and notify me,’ or ‘Automatically download updates, and install them on the schedule that I specify’. You should select ‘Every Day’ **(see Pic 1)**.

5


Click OK.

6

Your computer will now download future updates automatically, or alert you when they are available. If you opt to have your

computer alert you, you will still need to install updates when prompted.



When you see this icon:  next to your clock in the lower right corner of your screen, it means that updates are available for you to install. Click the icon to begin the installation procedure. If you want to know which updates you are installing, click the details button on the next screen. Here you can determine which updates to install. If you decide not to do some updates they will still be available in the System Properties control panel shown above under Declined Updates. When you have finished reviewing the updates, click the Install button.

windows 98/ME/2000 SP2,3,4 and below

1

From the Start menu, go to Programs and select Windows Update. If this is not present, open Internet Explorer and navigate to: <http://windowsupdate.microsoft.com>.

2

This will take you to the Microsoft Update web site.

3

Depending on the version of your operating system, you may then get alerts of future critical updates. In any case, it is best to return to this service each week to ensure your computer is updated.

6

keep your mac up-to-date

apple macintosh system updates OS X

1

Go to the Apple menu in the top left hand corner of the screen and select 'System Preferences'.

2

Select the 'Software Update' option.



3

To set your Mac up to automatically check for updates select the 'Automatically' option (see Pic 2).

4

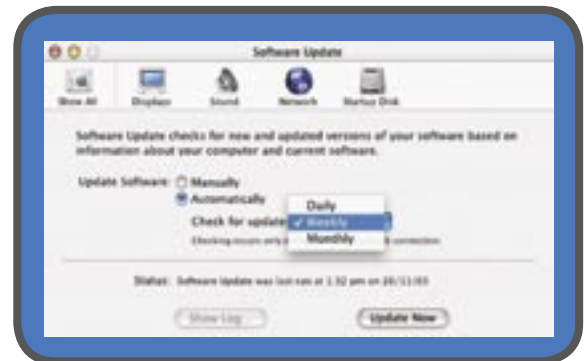
You can now select the frequency with which your Mac will check for updates (see Pic 3).

To complete the set up, close the window and your Mac will now automatically check for updates.

If you wish to look for updates independently of the automatic interval, return to the software update screen and click on the 'Update Now' button. Then follow the onscreen prompts.



Pic 2



Pic 3

apple macintosh system updates OS 9

1

Go to the Apple menu in the top left hand corner of the screen and select Control Panels, then select the Software Update control panel option.

2

To set up scheduled checking for updates tick 'Update Software Automatically' (see Pic 4).

3

Click on the Schedule button to select how frequently and when you wish your Mac to search for updates (see Pic 5).

4

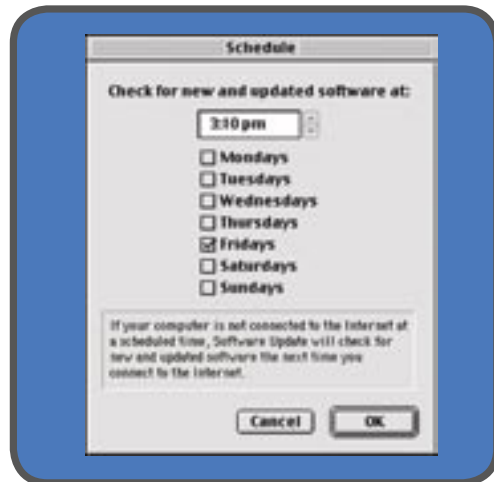
Click on 'OK' after you have made your selection and you will return to the software update main window. You can decide whether you want to be alerted before installing updates or not (see Pic 4).

To finish the set up close the window and your Mac will check for updates automatically.

If you want to check for updates manually simply go to the software updates screen and click on 'Update Now'. Then follow the onscreen instructions.



Pic 4



Pic 5

firewalls

firewalls are like the lock on the front door of your house. they stop anybody from helping themselves to the information on your computer.

Firewalls work in a different way to anti-virus programs, because they don't scan your machine and remove infections. They can however prevent unprompted intrusions. There are a number of reasons why you should install a firewall.

1

It can stop a person is trying to get information from your computer without permission (a hacker)

2

It can prevent a worm (similar to a virus) infecting your computer

3

It will block a program accessing your computer or information on it

It is strongly recommended that all broadband users install a firewall on any computer that is connected to the internet.

Please note: Firewalls do not remove viruses and worms from your system if it is already infected. They only help prevent your computer from becoming infected by worms and attacked by hackers. If you suspect your computer already has a virus, an up-to-date anti-virus program should be used to remove it.

For examples of firewall programs, please see page 14.

viruses

an anti-virus program protects your computer from viruses. it works by scanning files that are used on your computer and hunting down known viruses. it then either removes the infection from the file, or places the virus in quarantine so it cannot activate.

Most good anti-virus programs offer a number of important features.

1

They automatically update your computer with new virus definitions

2

They scan your incoming emails to check for viruses attached to them

3

They scan your outgoing emails to check that you are not accidentally spreading viruses (some viruses cause your computer to do this)

Anti-virus programs can be set to carry out regular scans of your computer to check no viruses have infected it.

Homechoice will warn you if you are opening a file that - even if it's not identified as a virus - has certain characteristics that are used in virus files. Homechoice automatically scans all emails sent to Homechoice addresses for viruses, but this does not offer 100% protection. Viruses can also infect your computer by being downloaded from the internet, by clicking on disreputable links or pop-up windows, or from other media (such as floppy discs or CD-ROMs).

Homechoice recommends that all customers install an anti-virus program on every computer connected to the internet. By running an anti-virus program, and keeping it up-to-date, you can protect your computer from the high number of viruses it is exposed to.

For examples of anti-virus programs, please see page 14.

spyware

Spyware is a general term for a computer program that monitors your actions. Various companies use spyware to gather data about customers.

You should take precautions to protect your computer from spyware to ensure that no unwanted programs are running on your computer, and slowing down your internet connection.

Spyware is often installed during the installation of another program. This could be a demo program or freeware/shareware from the internet, so it is always important to know what you are installing.

There are programs that will protect your computer from spyware. Some are free, others are not. It is definitely worth installing a protective program. It is also important (as with anti-virus software) that you keep it up-to-date and regularly scan your computer for spyware.

For examples of anti-spyware programs, please see page 14.

adware

Adware is a software program that generates intrusive advertising when you are viewing the internet. Typically, it's installed whilst you're installing another recognised program. It will usually continue to generate adverts whatever you are doing on your computer.

Adware is not usually harmful but it can slow your internet connection. It can also be very annoying. You may receive unwanted emails, plus a large number of pop-up windows containing adverts.

Adware can be restricted if you run anti-adware programs.

For examples of anti-adware programs, please see page 14.

parental control

Parental control (or safe surfing) software is designed to help protect children from viewing or accessing unsuitable information on the internet. It works by classifying websites into categories, which can be set for different ages or types of users. You can also choose specific sites that you would particularly like to block.

Settings include restricting subjects like pornography, violence and hate sites. Alternatively, users can be allowed to visit only named sites which automatically restricts access to all other sites.

If you want to know more, please contact our Customer Care team on 0845 678 33 33, who will be able to help.

popup ads

Pop-up adverts are the little adverts that occasionally appear on your screen when you visit a website or click on a link. They are often adverts for products or websites related to the information that you are looking at, but sometimes they can be completely irrelevant.

Some websites have multiple pop-up adverts, making it very hard to browse. They do this to encourage their visitor to click

on one of the pop-up windows, earning them advertising revenue.

In order to protect yourself against this, you can activate pop-up blockers. These stop pop-up windows from appearing, making browsing more enjoyable.

For examples of pop-up blockers, please see page 14.

wireless security

if you choose to have a wireless internet connection to your homechoice[®] broadband service, you should ensure that it is secure.

As the information you send and receive from the internet is transmitted wirelessly, other people could, with the right equipment, 'listen in' on the information. By using wireless equipment software you can encrypt information when it is passed between your wireless transmitter and PC. For information on how to do this for equipment that you have purchased yourself, please refer to the instruction manual that was provided with the equipment.

Customers who purchase wireless connection equipment from Homechoice, will have their equipment set up by a Homechoice installation engineer. The engineer will check that the wireless service is working correctly, and is securely encrypted. The Homechoice wireless service is fully supported by our technical support. If there are any issues, please call us on 0845 678 33 33.

please note, homechoice is unable to support wireless devices or routers which have not been purchased through homechoice.

website links

for microsoft windows users

firewalls

Symantec Norton Internet Security (available from symantec.co.uk)

Zone Labs Zone Alarm (available from zonelabs.com)

viruses

Symantec Norton Anti-Virus (available from symantec.co.uk)

McAfee VirusShield (available from mcafee.co.uk)

spyware

Spybot search & destroy (available from download.com)

Ad-aware (available from download.com)

adware

Spybot search & destroy (available from download.com)

Ad-aware (available from download.com)

pop-up ads

Stopzilla (available from stopzilla.com)

Symantec Norton Anti-Virus (available from symantec.co.uk)

McAfee VirusShield (available from mcafee.co.uk)

for apple mac users

protecting your computer against viruses

ClamXav (available from clamxav.com)

spyware

MacScan (available from <http://macscan.securemac.com>)

please note: although homechoice[®] has suggested this software for your use, we are unable to provide support. if you do require support, please refer to the software providers website.

contact us

call us

Our Customer Care team are available to take your calls
8am – 11pm, 7 days a week on 0845 678 33 33

email us

Send your query to:
enquiries@homechoice.co.uk

write to us

Customer Care
Homechoice
The Icon, Lytton Way
Stevenage, Hertfordshire SG1 1AL





contact us

don't fret! if you need help
or advice with any aspect
of our service then you
can easily get in touch.

call us

Our Customer Care team are available to take your calls
8am - 8pm, Monday to Saturday on **0845 678 3333**

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Send your query to:
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write to us

Customer Care
Homechoice
The Icon, Lytton Way
Stevenage, Hertfordshire SG1 1AL

get in

in



good choice

**rest assured, you've made the right decision
because homechoice® will revolutionise the
way you use your tv, pc and phone!**

**in just one pack not only do you
get all this:**

digital tv

A great selection of quality channels letting you watch the best of what's on the box.

broadband

High-speed broadband in the choice of 2Mb, 4Mb or Max Speed (up to 8Mb).

phone

Great value call options from your home phone.

video on-demand

A huge choice of music, movies and TV ready to watch instantly, when you say so.

but we also give you all of this:

honesty

We don't mince our words. We tell you what you'll get in our packs and how much they cost to help you decide on the best one.

peace of mind

Everyone in the house has their own PIN, so you can regulate what the kids watch, plus we offer parental control for our broadband service.

customers come first

Looking after our customers is what we're about, so a dedicated Customer Care team is on hand to answer your queries 8am - 8pm, Monday to Saturday.

no dish or cable

We don't make any physical alterations to your phone line and we don't plonk a dish on your house.

**digital tv
broadband
phone
video on-demand**

still thinking about what to include in your pack?

so much to choose from...

digital tv

there's always something
you'll want to watch

channels

From E4 to BBC THREE, you'll be spoilt for choice with the channels that come with our Base Pack.

more channels

And the Big Pack provides even more channels with MTV, Paramount Comedy, Discovery Channel and CNN as part of the line-up of the channels available.

more choice

Tailor your pack further by adding on either the Kids or V:MX Music TV Packs, or why not opt for the Max Pack which includes both?

plus

Sky Sports and Sky Movies are available direct from Sky via their Sky by wire service when you sign up to Homechoice.

broadband

banish slow, clunky dial-up
to the history books.

choose between 2Mb, 4Mb or max speed (up to 8Mb)

2Mb is up to 4x as fast as standard broadband and means less waiting around to receive files or emails.

4Mb will get you up to 8x faster than standard broadband and is great for watching trailers and music videos, downloading songs and online shopping and banking.

Max Speed lets you receive data faster than ever before; up to 16x faster than some broadband services! It's ideal for downloading photos and playing online games.

plus

You'll get 12 email accounts, and great features like a spam filter, 100Mb of webspace and a Homechoice virus checker.

phone

you could make great
savings on your phone bill.

homechoice anytime calls

From just £5 extra a month, you can make unlimited calls - at any time day or night, everyday of the week - to all UK landlines starting with the dialling codes 01 and 02.

You'll save up to £120* a year on fees alone compared to BT and get great value rates to mobiles and abroad.

homechoice freetime calls

Or you can simply take the option of inclusive evening and weekend** calls to UK landlines starting with the dialling codes 01 and 02 at no additional cost. These can be added to all our packs. You still get great value rates on daytime calls and on calls to mobiles and abroad.

video on-demand

hundreds of hours ready to
watch when you want.

video on-demand gives you music, movies and tv ready to watch when you say so.

You can PAUSE, RWD, FFW or STOP all of our on-demand shows, just like you can with a DVD!

With our video on-demand there's no waiting around for 15 minutes for the show to start because you can watch it as soon as you've selected it.

homechoice replay™

There'll be no more fights when someone forgets to record EastEnders or Corrie because Homechoice Replay lets you watch some of the most popular BBC and ITV1 programmes on-demand for up to 7 days after they're first shown.

*Homechoice Freetime Calls (no fee) compares to BT Together Option 2 priced at £6 per month and Homechoice Anytime Calls talk plan at £5 (for Max Speed and 2Mb customers) and £7 (for 1Mb and TV only customers) compares to BT Together Option 3 priced at £15 per month. All prices exclude line rental. **Evening and weekend calls are at all times except 8am-6pm Mon-Fri. Correct as at 1/8/05.

what now



sign up!

It's time to put pen to paper and sign up for your 12 month subscription to Homechoice. You'll need to sign some contracts before we can place your order.

why so many forms?

These contracts are necessary legal documents. To get Homechoice, you will need to sign the hire agreement (for the Homechoice set top box) and the service agreement. If you decide to subscribe to Sky Sports or Sky Movies you will also need to sign a separate contract, as they are still delivered by Sky.

choose the service you want

When you sign the forms you need to decide which pack you want, along with any add ons you may want. Remember that the Big Pack gives you more digital TV channels to choose from along with the added bonus of delivering a far wider choice of video on-demand to watch. Plus, you'll need to pick which broadband speed will suit you and your household's needs the best.

why must i pay by direct debit?

It is essential that we set up Direct Debit so monthly payments are taken from your bank or building society account. What's more, Direct Debit makes life simple because there's no need to worry about forgetting to pay your bill.



**you've placed your order
so now you can begin
to look forward to
getting the best digital
tv channels along with
high-speed broadband,
phone calls and video
on-demand.**

what next



your welcome letter tells you

When your installation will take place.

Your Web Password, which will allow you to setup your Homechoice email address, along with your account management so you can see your itemised phonebill, setup other TV members, get access to your webspace etc.

Your Account Number, which acts as a reference number if you need to contact our Customer Care team.

Your TV PIN, which enables you to control your Homechoice TV viewing as well as rent on-demand movies.

before your installation

You will receive a call from us to confirm when the engineer will be coming to install the service.

just before installation

Our engineer will ring you to confirm approximately what time he'll be arriving.

installation day

The engineer will explain the installation process to you before starting work. Once the equipment has been installed he will then demonstrate the service to you.

If you have chosen our phone service it will be switched on remotely approximately 2 weeks after Homechoice is installed. We'll send you a letter to confirm this.

approximately 3 days after installation

You will receive your first bill from Homechoice, which will invoice you for the first month's subscription.

Your payment for the first bill will be taken from your bank account by Direct Debit about 2 weeks later.

future bills

Your bill will arrive 14 days before payment is taken. Each one will include any pay-per-view movies you've watched during the previous month and the cost for any services that you've taken part way through a month. These will be charged for accordingly.

Q & A

do i need a cable or a dish, and will there be any drilling in my house?

No, Homechoice is delivered to you via your existing BT phone line so you do not need a cable or dish – even our Sky by wire packages are delivered down your phone line. No physical alterations will be made to the line either.

how long will it take to get the service once i have placed my order?

As long as there are no problems with your paperwork, or you have a relationship with another broadband or TV company, an engineer will come to your home and install the service about 8 days after you've placed your order. You will be able to

use your broadband and TV service immediately. If you opt to take the Homechoice phone service with your pack, it will be added approximately 10 days after installation.

do i need to tell my current broadband or digital tv provider that i am switching to homechoice?

Yes, you need to contact your existing broadband and/or TV provider to let them know that you wish to cancel your subscription. You should also ask your broadband provider if they can provide you with a Migration Access Code (known as a MAC) – this makes the migration process easier. Please then pass this code onto our Sales team.

how do i upgrade my pack or get further products from you?

For information about upgrades and optional extras, logon to our website homechoice.co.uk/customer/ upgrades. Once you have chosen what you would like, or if you want to talk to a member of our Customer Care team about them, call 0845 678 3333.

what happens if i can't get homechoice?

We may be able to offer you other options, depending on the quality of your phone line, such as our TV only pack. This provides you with a selection of video on-demand channels and gives you access to movies on-demand.

what happens if i don't sign my contract?

If we do not receive a signed contract from you before your installation begins, we will not be able to install you with Homechoice.

what happens if my direct debit isn't set up?

You should have set up the Direct Debit when you ordered the Homechoice service. If you have not done this at point of installation and given us the signed Direct Debit form we will not be able to install you. If you wish to set up Direct Debit call us on 0845 678 3343.

can i keep my current email address?

If you use another email address from a free provider (such as Yahoo! or Hotmail) you can still keep your email address as normal. If you currently use an email address from a provider that you have to pay for (such as AOL or Tiscali) you may not be able to keep it and should contact them to check.

how do i add/change usernames on my account?

The main account holder can logon to homechoice.co.uk/customer and setup or change the online details of the other members of the household. Otherwise, simply call our Customer Care team on 0845 678 3333.

will i get a new email address?

Yes, when you set up your mail account you'll be able to choose your own email address ending in @homechoice.co.uk. This email address will also act as your online username login.

when do i start to get my bills?

You will receive your first bill approximately 3 days after installation. This will invoice you for the first month's subscription. Your payment for the first bill will be taken from your bank by Direct Debit approximately 14 working days later.

what is the tv pin used for?

The TV PIN should be used when you watch our TV service and also to purchase movies etc via your TV. Everyone in the household has their own individual PIN, so each person's restriction levels can be controlled. Plus you will easily be able to see who has ordered what when the bill comes. You can easily set up PINs for every person in the house. Call our Customer Care team on 0845 678 3333.

what should i do if i have a fault on my phone line?

If you have opted for a Homechoice line then just call a member of our Customer Care team on 0845 678 3333 who will look into the problem for you. If you have not taken a Homechoice line you should contact BT.

any questions?

which operating systems are required to support homechoice broadband?

PC - Windows 98 SE, Windows ME, Windows 2000, Windows XP or above.
MAC - OS 9.x to OS 10.3 or above.

do i have to move my computer into the same room as my tv?

It is easier for the engineer to set the service up if the TV and computer are in the same room. However, if they aren't, our engineer will wire them up between rooms. If you would prefer for our engineer not to do this, you should consider our wireless option.

can i connect homechoice to other televisions?

If you have a second line you can pay for a second Homechoice service. The Homechoice set top box does have two SCART sockets. The second one is designed for your VCR or DVD recorder, but you can connect this to a second television. You will only be able to watch the same programme on both televisions.

when will calls stop being charged by my old supplier and start with homechoice?

You will receive a letter from us detailing the exact date that your Homechoice calls will start. This date will be at least 10 days after your installation date.

can i upgrade to faster broadband?

We can provide speeds of up to 8Mb depending on the capability of your phone line. To take a look at the speed upgrades that are available, logon to our website homechoice.co.uk/customer/upgrades/speed. Then simply call a member of our Customer Care team on 0845 678 3333 to place your order.

my burglar alarm is connected via my phone line, will homechoice affect it?

In the majority of cases our service will not affect it. However, we suggest that you contact your burglar alarm provider to check that this is the case.

how do i get the tv pack add ons or mini subscriptions?

Check our website homechoice.co.uk/customer/upgrades for information about upgrades and optional extras. Some packs such as the Kids TV pack or V:MX Music TV pack will even give you the option of trying the channels out for a day for £1.99. When you find a pack that you want to upgrade to just call our Customer Care team on 0845 678 3333. They will be able to upgrade you immediately.

can i have more than one computer connected to the service at the same time?

Yes, you can have up to 4 computers connected at the same time if you take our wireless option, at an additional cost. Simply call a member of our Customer Care team on 0845 678 3333, who will be able to give you more information.



contact us

don't fret! if you need help
or advice with any aspect
of our service then you
can easily get in touch.

call us

Our Customer Care team are available to take your calls
8am - 8pm, Monday to Saturday on **0845 678 3333**

email us

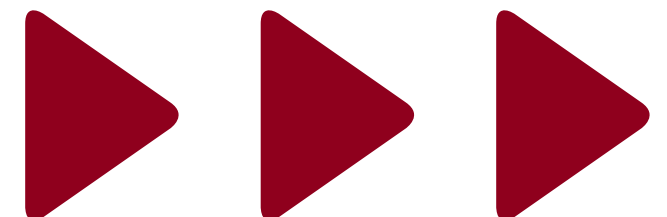
Send your query to:
enquiries@homechoice.co.uk

write to us

Customer Care
Homechoice
The Icon, Lytton Way
Stevenage, Hertfordshire SG1 1AL

get in

in



good choice

**rest assured, you've made the right decision
because homechoice® will revolutionise the
way you use your tv, pc and phone!**

**in just one pack not only do you
get all this:**

digital tv

A great selection of quality channels letting you watch the best of what's on the box.

broadband

High-speed broadband in the choice of 2Mb, 4Mb or Max Speed (up to 8Mb).

phone

Great value call options from your home phone.

video on-demand

A huge choice of music, movies and TV ready to watch instantly, when you say so.

but we also give you all of this:

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peace of mind

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what next



your welcome letter tells you

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Your Account Number, which acts as a reference number if you need to contact our Customer Care team.

Your TV PIN, which enables you to control your Homechoice TV viewing as well as rent on-demand movies.

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You will receive a call from us to confirm when the engineer will be coming to install the service.

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Our engineer will ring you to confirm approximately what time he'll be arriving.

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The engineer will explain the installation process to you before starting work. Once the equipment has been installed he will then demonstrate the service to you.

If you have chosen our phone service it will be switched on remotely approximately 2 weeks after Homechoice is installed. We'll send you a letter to confirm this.

approximately 3 days after installation

You will receive your first bill from Homechoice, which will invoice you for the first month's subscription.

Your payment for the first bill will be taken from your bank account by Direct Debit about 2 weeks later.

future bills

Your bill will arrive 14 days before payment is taken. Each one will include any pay-per-view movies you've watched during the previous month and the cost for any services that you've taken part way through a month. These will be charged for accordingly.

Q & A

do i need a cable or a dish, and will there be any drilling in my house?

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how long will it take to get the service once i have placed my order?

As long as there are no problems with your paperwork, or you have a relationship with another broadband or TV company, an engineer will come to your home and install the service about 8 days after you've placed your order. You will be able to

use your broadband and TV service immediately. If you opt to take the Homechoice phone service with your pack, it will be added approximately 10 days after installation.

do i need to tell my current broadband or digital tv provider that i am switching to homechoice?

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how do i upgrade my pack or get further products from you?

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can i keep my current email address?

If you use another email address from a free provider (such as Yahoo! or Hotmail) you can still keep your email address as normal. If you currently use an email address from a provider that you have to pay for (such as AOL or Tiscali) you may not be able to keep it and should contact them to check.

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what should i do if i have a fault on my phone line?

If you have opted for a Homechoice line then just call a member of our Customer Care team on 0845 678 3333 who will look into the problem for you. If you have not taken a Homechoice line you should contact BT.

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my burglar alarm is connected via my phone line, will homechoice affect it?

In the majority of cases our service will not affect it. However, we suggest that you contact your burglar alarm provider to check that this is the case.

how do i get the tv pack add ons or mini subscriptions?

Check our website homechoice.co.uk/customer/upgrades for information about upgrades and optional extras. Some packs such as the Kids TV pack or V:MX Music TV pack will even give you the option of trying the channels out for a day for £1.99. When you find a pack that you want to upgrade to just call our Customer Care team on 0845 678 3333. They will be able to upgrade you immediately.

can i have more than one computer connected to the service at the same time?

Yes, you can have up to 4 computers connected at the same time if you take our wireless option, at an additional cost. Simply call a member of our Customer Care team on 0845 678 3333, who will be able to give you more information.



Mr N. O. Name
Top Floor
1009 Queens Rd
London
W21 4XX

this month

This month there’s a fabulous selection of new movies on the service - and if you do have some spare time why not pop along to the Autumn Ideal Home Show? Homechoice has managed to get you £2 off advance adult tickets and £1 off senior citizen tickets - see below for details. Plus, we revealed our new look at the beginning of the month - email us at newlook@homechoice.net to let us know what you think.

from 9th sept



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lemony snicket's
a series of
unfortunate events

Following the death of their parents, Violet, Klaus and Sunny Baudelaire are sent to live with the evil, greedy Count Olaf (wonderfully played by Jim Carrey) - what follows can only be described as a series of unfortunate events...

from 2nd sept



FUTURAMA™ AND © TWENTIETH CENTURY FOX FILM CORPORATION. ALL RIGHTS RESERVED.

futurama on CI

Hold on to your stomach, wipe your eyes and prepare for the third season Futurama. You certainly won't want to miss your dose of Fry, Bender and the gang in their hilarious adventures at Planet Express in this laugh-out-loud animation.

special offer



visit the autumn ideal
home show

Homechoice are offering customers a specially discounted ticket to the Autumn Ideal Home Show, 7-16 October. Simply call **0870 606 6080** and quote Homechoice or visit **www.idealhomeshow.co.uk** and enter 'ex' when asked for your special offer password.

a brand new look



homechoice is
evolving

Along with our new logo we've transformed our look and feel so now our great service has a funky appearance to match! We also have new packs, new channels and an even bigger choice of products.

Your Account Number

13800

Statement number

446059

Statement date

05-Sept-2005

ACCOUNT STATEMENT

Balance from your previous statement

77.50

Payment received thank you 24th-Aug-05

77.50 CR

00.00

Subscription charges

43.47

Itemised charges

7.50

Sky charges *

29.23

AMOUNT NOW DUE

£80.20

Payment will be collected by Direct Debit on or just after 01-Oct-2005

Most importantly – as an existing customer you will not pay any more for the pack that we have moved you to until August 2006!

Your September bill contains credits for the September period that you paid in advance on your August bill. This is because our old pack structure (and payments for it) finished on 31st August.

Your September bill will contain your normal advance monthly charge and show a charge from 1st September to your usual September billing date. Normally, all September charges would appear on your August bill, but as you were on the old pack structure we credited you with the amount you pre-paid then and have instead shown the charges on your September bill.

All discounts you receive are shown as separate items.

Your next bill will look much simpler! This is because you will no longer see any details of your old pack.

Your Account Number13800

SUBSCRIPTION CHARGES

| | | | | | | |
|-------------|---|-------------|--|--|-------|----|
| 05-Sep-2005 | Homechoice 2Mb Entry Level | | | | 4.66 | CR |
| | Homechoice 2Mb Big Pack for period 01-Sep-2005 to 04-Sep-2005 | Cancels out | | | 4.39 | |
| | Homechoice 2Mb Big Pack for period 05-Sep-2005 to 04-Oct-2005 | | | | 32.99 | |
| 05-Sep-2005 | Music | | | | 0.66 | CR |
| 05-Sep-2005 | Knowledge & Life | | | | 0.66 | CR |
| 05-Sep-2005 | Any 2 Tiered products for £8 Discount | Cancels out | | | 0.27 | |
| | V:MX Music TV Pack for period 01-Sep-2005 to 04-Sep-2005 | | | | 0.80 | |
| | Homechoice Anytime Calls for period 05-Sep-2005 to 04-Oct-2005 | | | | 7.00 | |
| | V:MX Music TV Pack for period 05-Sep-2005 to 04-Oct-2005 | | | | 6.00 | |
| | Homechoice Anytime Calls Discount for period 05-Sep-2005 to 04-Oct-2005 | | | | 2.00 | CR |

Total Homechoice subscription charges£43.47

ITEMISED CHARGES

| Name | Date | Time | Title | Cost | Total |
|------|-------------|-------|------------------------|------|-------|
| Neil | 05-Aug-2005 | 16:16 | The Parent Trap (1961) | | 2.00 |
| Neil | 16-Aug-2005 | 21:30 | Vera Drake - NEW | | 3.50 |
| Neil | 24-Aug-2005 | 20:02 | Fear | | 2.00 |

Total HomeChoice itemised charges£7.50

Customer Care Line: 0845 678 33 33

Open: 7 Days a Week 8am - 11pm

Video Networks Ltd

The Icon, Lytton Way, Stevenage, Hertfordshire, SG1 1AL

homechoice.co.uk





CHARGES

| | | |
|--|---------------|----|
| 05-Sep-2005 Sky Sports 1,2,3 Extra & Sky Movies 1 | 4.20 | CR |
| Sky By Wire Pack A for period 01-Sep-2005 to 04-Sep-2005 | 3.93 | |
| Sky By Wire Pack A for period 05-Sep-2005 to 04-Oct-2005 | 29.50 | |
| Total Sky charges | £29.23 | |

* For Sky Channels, HomeChoice is acting as an agent of British Sky Broadcasting Ltd

The total of above charges is based on the Net Amount of £86.83 plus £18.42 VAT @ 17.5%.